



Women, Infants & Children Program
Utah Department of Health
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POLICY MEMO

Memo #: 2011-15-P Effective: Immediately

Date: 09/06/11

Subject: Revised VISION Policy and Procedures Manual

To: All Local WIC Directors and Local WIC Clinic Staff

From: Chris Furner, Program Manager

Attached along with this memo is a new revision of the VISION Policy and Procedures Manual. This revision is dated September 6, 2011. The new revision supersedes previous revisions including the June 01, 2011 revision that is printed in the VISION training binders. The updated policy manual has been posted to the Utah WIC web site at:

<http://www.health.utah.gov/wic/policy.php>.

The VISION policy manual is subject to additional changes as needed until it is incorporated into the regular P&P next year.

The following changes, additions or deletions were made; new text is highlighted in yellow:

- Section C.5 Additional explanation given regarding Provisional Certification.
- Section C.9 Clarification added regarding income records for foster children.
- Section C.11 Clarifications added regarding transfers. The VOC form does not need to be scanned; transfers between VISION clinics do not require a VOC.
- Section C.13 Additional instructions and clarifications regarding adjunct eligibility and self declared income.
- Section C.14 instruction added for documentation of distribution and explanation of the Authorized Foods booklet (food card).
- Section C.15 Policy added that, *“Staff must check the Homeless, Migrant, or Refugee boxes in the “Physical Address” section of the Contact/Address panel when the applicant claims this status. If staff suspects that the applicant may be part of these populations they must ask the applicant. This data is used for USDA reporting requirements.”*

- Section E.5 instructions added regarding check stock inventory, *“Clinics that are open for WIC business three or less days per week do not need to make weekly inventory adjustments, but must do so at least monthly.”*
- Section G.1 Policy added, *“The reason for ineligibility/termination is listed only in English by the system. If the applicant is receiving this notice in Spanish, clinic staff will need to manually write the reason for ineligibility in Spanish on the letter to comply with notification requirements.”*
- Section G.3 Additional instructions added regarding complaint documentation and use of the Customer Service Log.
- Section G.4 Instructions changed regarding participant violation documentation and resolution.
- Section G.5 Instructions and clarifications added regarding the Interstate Dual Participation report and resolving the Intrastate Dual Participation screen.
- Section D while unchanged, some sections remain highlighted from the previous edition to call attention to policies which have caused some confusion.
- Section H.1 Instructions on how to use the copy function for food packages in the food package screen.
- Section H.2, H.7, H.8 Instructions added regarding milestones.
- Section H.4 Additional instructions regarding State ordered formula.
- Section I.7 Added: *“For participants over 18 years of age, the height measurement will be carried forward on future anthropometric panels.”*
- Section K.1 Additional instructions added.
- Section K.3 Instructions on how to add a Peer Counselor.
- Section K.4 Instructions added regarding breastfeeding equipment inventory and issuance.